

Re: an apology

**Subject:** Re: an apology  
**From:** Katie Kiefer <katie@southpark.la>  
**Date:** 07/08/2016 05:33 PM  
**To:** Joe Rank <joerank@acajoe.com>  
**CC:** Jessica Lall <jessica@southpark.la>, Bob Buente <bbuente@1010dev.org>, "JPugh@sheppardmullin.com" <JPugh@sheppardmullin.com>

Joe - descriptions of DISI/SOBO/EB0 are found on the Board of Directors webpage <<http://southpark.la/board/>> .

DISI pertains to "District Identity & Marketing Committee."  
SOBO/EB0 pertains to "Operations & Enhanced Beautification Committee."

Katie Kiefer  
South Park BID  
1100 S. Flower St., Suite #3400, Los Angeles, CA 90015  
o. 213 663 1120

24/7: 866 560 9346

From: Joe Rank <joerank@acajoe.com>  
Date: Friday, July 8, 2016 at 5:19 PM  
To: SPBID <katie@southpark.la>  
Cc: Jessica Lall <jessica@southpark.la>, Bob Buente <bbuente@1010dev.org>, "JPugh@sheppardmullin.com" <JPugh@sheppardmullin.com>  
Subject: RE: an apology

Katie...P.S.  
What do DISI and EBO mean?  
Thanks.

From: Joe Rank  
Sent: Friday, July 08, 2016 5:16 PM  
To: 'Katie Kiefer'  
Cc: Jessica Lall; Bob Buente; JPugh@sheppardmullin.com  
Subject: RE: an apology

Dear Katie,

Thank you for providing me with the information on the settlement agreement between Willits, et.al. and the City of Los Angeles.

Has the BID followed up on this report by determining:

1. Was funding was established?
2. Were inspections carried out?
3. Are repairs being made in the prescribed time?
4. Has the BID been advocating for prioritization?

An update on this important issue would be appreciated.

Thank you.

Joe Rank

From: Katie Kiefer [<mailto:katie@southpark.la>]  
Sent: Thursday, July 07, 2016 11:47 AM  
To: Joe Rank  
Cc: Jessica Lall; Bob Buente; Francis Langlois; JPugh@sheppardmullin.com <<mailto:JPugh@sheppardmullin.com>>; vu.t.nguyen@gmail.com <<mailto:vu.t.nguyen@gmail.com>>  
Subject: Re: an apology

Hi Joe - I know the conversation ended short this morning, but we wanted to provide some additional documents/clarification towards certain topics that you raised during the call. We want to continue to emphasize the importance of participating in meetings with topics of interest so you can both be involved in the decision making process and also have a better understanding of the facts/realities driving what we do, and how we do it. We have included below some information and documents we thought you may find of interest based on the call today. We are copying both Francis, Vu and Jim to ensure they are looped in on the same information.

1. Sidewalks: BID work and efforts to repair 800 sidewalk locations in SP
  - a. The BID completed a full assessment of the state of the sidewalks, and submitted it to the City. Out of that document, the BID took on repairing the sidewalks within our control and budget. The full report is too large to send via email, but we are happy to print, bind and send the report to you for your review. Please confirm if you'd like this document and provide the address it should be sent to.
  - b. Please find attached:
    - i. the Board of Public Works report the BID completed and acted on
    - ii. the 2014 Assessment overview
  - c. Kindly reference the following link to the Case Study and news articles pertaining to this topic: <http://southpark.la/sidewalk-repairs/> <<http://southpark.la/sidewalk-repairs/>> . As Jessica mentioned, nearly 800 sidewalks were repaired by the BID that followed the specific parameters of repairs allowed. To reiterate, unfortunately the BID cannot make sidewalk repairs that are directly impacted by tree routes.
  - d. The BID also received a global leadership award last year for public space improvements that included the sidewalk repairs and public art strategic plan - you can find info on that here: <http://southpark.la/wp-content/uploads/2015/09/2015-IDA-Submission-South-Park-BID-Public-Space-PowerPoint.pdf> <<http://southpark.la/wp-content/uploads/2015/09/2015-IDA-Submission-South-Park-BID-Public-Space-PowerPoint.pdf>>
2. Sidewalks: Ongoing efforts by the City and BID
  - a. As Jessica has mentioned, the City settled a class action lawsuit pertaining to sidewalk repairs - you may have seen this all over the news. As part of the settlement, the City must present a plan for bringing the sidewalks into repair. Please reference the City's Plan to repair sidewalks: <http://clkrp.lacity.org/online-docs/2014/14-0163-S3-misc-05-26-2015.pdf> <<http://clkrp.lacity.org/online-docs/2014/14-0163-S3-misc-05-26-2015.pdf>> . The BID has been extremely involved in advocating for a solution that works best for commercial owners and will continue to remain heavily involved. To clarify, "commercial owners" include condo buildings; they will not be treated/viewed as single family. We recommend owners make their voice heard on these important issues
  3. Sidewalks: pressure washing
    - a. Recirculating the City ordinance no. 184250 pertaining to prohibiting water use "except to alleviate immediate safety or sanitation hazards." Please refer to page 5, sec 121.08.A "Water Conservation Phases, Phase I Prohibited Uses Applicable to All Customers": <http://clkrp.lacity.org/online-docs/2015/15-0549-000-184250-5-3-16.pdf> <<http://clkrp.lacity.org/online-docs/2015/15-0549-000-184250-5-3-16.pdf>>
    4. Upcoming meetings: The following meetings listed below are available on the calendar portion of our website <<http://southpark.la/events/>> , are included on each agenda <<http://southpark.la/board/>> at Board and committee meetings as well as provided in the monthly newsletters <<http://southpark.la/newsletter/>> . All dates, times, meeting locations are subject to change and we will be sure to communicate any changes in advance.
      - a. 7/20 - SPSG DISI Committee Meeting, 9:00 AM - 10:30 AM
      - b. 8/3 - SPSG SOBO-EB0 Committee Meeting, 9:30 AM - 11:00 AM

## Re: an apology

- c. 8/10 - SPSG SP2 Committee Meeting, 9:00 AM – 10:30 AM
- d. 8/25 - SPSG Board of Directors Meeting, 8:30 AM – 10:30 AM
- e. 9/14 - SPSG DISI Committee Meeting, 9:00 AM – 10:30 AM
- f. 10/5 - SPSG S0B0-EB0 Committee Meeting, 9:30 AM – 11:00 AM
- g. 10/12 - SPSG SP2 Committee Meeting, 9:00 AM – 10:30 AM
- h. 10/19 - SPSG Board of Directors Meeting, 8:30 AM – 10:30 AM
- i. 11/15 – SPSG Annual Meeting, 6:00 PM – 8:00 PM

With these abovementioned details in-hand, we look forward to you joining and participating at the various meetings mentioned in order to be involved in the decision making process.

Thanks,

Katie Kiefer  
South Park BID  
1100 S. Flower St., Suite #3400, Los Angeles, CA 90015  
o. 213 663 1120

24/7: 866 560 9346

From: Robert Buente <[bbuente@1010dev.org](mailto:bbuente@1010dev.org) <<mailto:bbuente@1010dev.org>> >  
Date: Tuesday, June 28, 2016 at 9:22 AM  
To: SPBID <[katie@southpark.la](mailto:katie@southpark.la) <<mailto:katie@southpark.la>> >, "joerank@acajoe.com <<mailto:joerank@acajoe.com>> " <[joerank@acajoe.com](mailto:joerank@acajoe.com) <<mailto:joerank@acajoe.com>> >, Jessica Lall <[jessica@southpark.la](mailto:jessica@southpark.la) <<mailto:jessica@southpark.la>> >  
Subject: RE: an apology

I'm available

Bob

Robert Buente  
President/CEO  
1010 Development Corporation  
1001 South Hope Street  
First Floor  
Los Angeles, CA 90015  
[bbuente@1010dev.org](mailto:bbuente@1010dev.org) <<mailto:bbuente@1010dev.org>>

213-749-0214 x202 (o)  
213-749-3098 (f)

From: Katie Kiefer [<mailto:katie@southpark.la>]  
Sent: Monday, June 27, 2016 11:06 PM  
To: [joerank@acajoe.com](mailto:joerank@acajoe.com) <<mailto:joerank@acajoe.com>> ; Jessica Lall  
Cc: Robert Buente  
Subject: Re: an apology

Tentatively holding the 9:15A slot for Thursday, July 7. Calendar invite to follow as a placeholder.

Bob – kindly advise on this timeslot.

THX.

Katie Kiefer  
South Park BID  
1100 S. Flower St., Suite #3400, Los Angeles, CA 90015  
o. 213 663 1120

24/7: 866 560 9346

From: "joerank@acajoe.com <<mailto:joerank@acajoe.com>> " <[joerank@acajoe.com](mailto:joerank@acajoe.com) <<mailto:joerank@acajoe.com>> >  
Reply-To: "joerank@acajoe.com <<mailto:joerank@acajoe.com>> " <[joerank@acajoe.com](mailto:joerank@acajoe.com) <<mailto:joerank@acajoe.com>> >  
Date: Monday, June 27, 2016 at 10:14 PM  
To: Jessica Lall <[jessica@southpark.la](mailto:jessica@southpark.la) <<mailto:jessica@southpark.la>> >, SPBID <[katie@southpark.la](mailto:katie@southpark.la) <<mailto:katie@southpark.la>> >  
Cc: Bob Buente <[bbuente@1010dev.org](mailto:bbuente@1010dev.org) <<mailto:bbuente@1010dev.org>> >  
Subject: Re: an apology

Yes, thanks.  
Joe

Sent via BlackBerry by AT&T

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From: Jessica Lall <[jessica@southpark.la](mailto:jessica@southpark.la) <<mailto:jessica@southpark.la>> >  
Date: Tue, 28 Jun 2016 03:10:10 +0000  
To: Joe Rank<[joerank@acajoe.com](mailto:joerank@acajoe.com) <<mailto:joerank@acajoe.com>> >; Katie Kiefer<[katie@southpark.la](mailto:katie@southpark.la) <<mailto:katie@southpark.la>> >  
Cc: Bob Buente<[bbuente@1010dev.org](mailto:bbuente@1010dev.org) <<mailto:bbuente@1010dev.org>> >  
Subject: Re: an apology

No problem.

I can do Thursday at 9:15/30a – does that work?

# Re: an apology

Jessica Lall  
South Park BID

1100 S. Flower St., Suite #3400, Los Angeles, CA 90015

o. 213 663 1112  
c. 213 820 0837

24/7: 866 560 9346

From: Joe Rank <[joerank@acajoe.com](mailto:joerank@acajoe.com) <<mailto:joerank@acajoe.com>> >  
Date: Monday, June 27, 2016 at 12:55 PM  
To: Jessica Lall <[jessica@southpark.la](mailto:jessica@southpark.la) <<mailto:jessica@southpark.la>> >, Katie Kiefer <[katie@southpark.la](mailto:katie@southpark.la) <<mailto:katie@southpark.la>> >  
Cc: Bob Buente <[bbuente@l010dev.org](mailto:bbuente@l010dev.org) <<mailto:bbuente@l010dev.org>> >  
Subject: RE: an apology

Jessica...sorry, things have piled up and I can't do this week. How about Wednesday, Thursday or Friday at 9AM next week?

Best  
Joe

Joseph Rank  
President  
Aca Design Inc.  
110 East Ninth Street, Suite #C1179  
Los Angeles, CA 90079  
Tel: (213) 239-0451  
Fax: (213) 239-9128

Email: [joerank@acajoe.com](mailto:joerank@acajoe.com) <<mailto:joerank@acajoe.com>>  
Website: [www.acajoe.com](http://www.acajoe.com) <<http://www.acajoe.com/>>  
Facebook: [www.facebook.com/acajoe1972](http://www.facebook.com/acajoe1972) <<http://www.facebook.com/acajoe1972>>  
Twitter: [www.twitter.com/acajoe1972](http://www.twitter.com/acajoe1972) <<http://www.twitter.com/acajoe1972>>

From: Jessica Lall [<mailto:jessica@southpark.la>]  
Sent: Monday, June 27, 2016 9:18 AM  
To: Joe Rank; Katie Kiefer  
Cc: Bob Buente  
Subject: Re: an apology

How does Wed at 10a look? The LACC mtg was postponed.

Jessica Lall  
South Park BID

1100 S. Flower St., Suite #3400, Los Angeles, CA 90015

o. 213 663 1112  
c. 213 820 0837

24/7: 866 560 9346

From: "joerank@acajoe.com <<mailto:joerank@acajoe.com>>" <[joerank@acajoe.com](mailto:joerank@acajoe.com) <<mailto:joerank@acajoe.com>> >  
Reply-To: "joerank@acajoe.com <<mailto:joerank@acajoe.com>>" <[joerank@acajoe.com](mailto:joerank@acajoe.com) <<mailto:joerank@acajoe.com>> >  
Date: Friday, June 24, 2016 at 4:16 PM  
To: Katie Kiefer <[katie@southpark.la](mailto:katie@southpark.la) <<mailto:katie@southpark.la>> >, Jessica Lall <[jessica@southpark.la](mailto:jessica@southpark.la) <<mailto:jessica@southpark.la>> >  
Cc: Bob Buente <[bbuente@l010dev.org](mailto:bbuente@l010dev.org) <<mailto:bbuente@l010dev.org>> >, Joe Rank <[joerank@acajoe.com](mailto:joerank@acajoe.com) <<mailto:joerank@acajoe.com>> >  
Subject: Re: an apology

Sorry, everybody. I've got to accompany my wife to the airport Thursday A.M to retrieve her niece from Mexico City.  
Can we consult our calendars Monday AM and reset for the following week?  
Have a nice weekend.  
Joe

Sent via BlackBerry by AT&T

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From: Katie Kiefer <[katie@southpark.la](mailto:katie@southpark.la) <<mailto:katie@southpark.la>> >  
Date: Fri, 24 Jun 2016 21:29:47 +0000  
To: Joe Rank<[joerank@acajoe.com](mailto:joerank@acajoe.com) <<mailto:joerank@acajoe.com>> >; Jessica Lall<[jessica@southpark.la](mailto:jessica@southpark.la) <<mailto:jessica@southpark.la>> >  
Cc: Bob Buente<[bbuente@l010dev.org](mailto:bbuente@l010dev.org) <<mailto:bbuente@l010dev.org>> >  
Subject: Re: an apology

Thursday, either time works well for me.

Bob -- let us know if Thursday works well and what time works best for you.

Katie Kiefer  
South Park BID  
1100 S. Flower St., Suite #3400, Los Angeles, CA 90015  
o. 213 663 1120  
24/7: 866 560 9346

## Re: an apology

From: Joe Rank <[joerank@acajoe.com](mailto:joerank@acajoe.com) <<mailto:joerank@acajoe.com>> >  
Date: Friday, June 24, 2016 at 11:27 AM  
To: Jessica Lall <[jessica@southpark.la](mailto:jessica@southpark.la) <<mailto:jessica@southpark.la>> >  
Cc: Bob Buente <[bbuente@1010dev.org](mailto:bbuente@1010dev.org) <<mailto:bbuente@1010dev.org>> >, SP81D <[katie@southpark.la](mailto:katie@southpark.la) <<mailto:katie@southpark.la>> >  
Subject: RE: an apology

Yes for me. Pls advise exact time.

From: Jessica Lall [<mailto:jessica@southpark.la>]  
Sent: Friday, June 24, 2016 11:23 AM  
To: Joe Rank <[joerank@acajoe.com](mailto:joerank@acajoe.com) <<mailto:joerank@acajoe.com>> >  
Cc: Bob Buente <[bbuente@1010dev.org](mailto:bbuente@1010dev.org) <<mailto:bbuente@1010dev.org>> >; Katie Kiefer <[katie@southpark.la](mailto:katie@southpark.la) <<mailto:katie@southpark.la>> >  
Subject: Re: an apology

Hi everyone –

I apologize but I have an 8:30a mtg that I need to be at next Wed., followed by a 10a.

Can we look at Thursday – either 9 or 10:30a?

Jessica Lall  
South Park BID

1100 S. Flower St., Suite #3400, Los Angeles, CA 90015

o. 213 663 1112  
c. 213 820 0837

24/7: 866 560 9346

From: Joe Rank <[joerank@acajoe.com](mailto:joerank@acajoe.com) <<mailto:joerank@acajoe.com>> >  
Date: Thursday, June 23, 2016 at 12:56 PM  
To: Jessica Lall <[jessica@southpark.la](mailto:jessica@southpark.la) <<mailto:jessica@southpark.la>> >  
Cc: Bob Buente <[bbuente@1010dev.org](mailto:bbuente@1010dev.org) <<mailto:bbuente@1010dev.org>> >, Katie Kiefer <[katie@southpark.la](mailto:katie@southpark.la) <<mailto:katie@southpark.la>> >  
Subject: RE: an apology

Works for me.  
Thanks.  
Office # is 213 239 0451

From: Jessica Lall [<mailto:jessica@southpark.la>]  
Sent: Thursday, June 23, 2016 12:53 PM  
To: Joe Rank <[joerank@acajoe.com](mailto:joerank@acajoe.com) <<mailto:joerank@acajoe.com>> >  
Cc: Bob Buente <[bbuente@1010dev.org](mailto:bbuente@1010dev.org) <<mailto:bbuente@1010dev.org>> >; Katie Kiefer <[katie@southpark.la](mailto:katie@southpark.la) <<mailto:katie@southpark.la>> >  
Subject: Re: an apology

Sorry – getting mixed up.

I can do Wednesday btw 9-10a.

Jessica Lall  
South Park BID

1100 S. Flower St., Suite #3400, Los Angeles, CA 90015

o. 213 663 1112  
c. 213 820 0837

24/7: 866 560 9346

From: Jessica Lall <[jessica@southpark.la](mailto:jessica@southpark.la) <<mailto:jessica@southpark.la>> >  
Date: Thursday, June 23, 2016 at 12:47 PM  
To: Joe Rank <[joerank@acajoe.com](mailto:joerank@acajoe.com) <<mailto:joerank@acajoe.com>> >  
Cc: Bob Buente <[bbuente@1010dev.org](mailto:bbuente@1010dev.org) <<mailto:bbuente@1010dev.org>> >, Katie Kiefer <[katie@southpark.la](mailto:katie@southpark.la) <<mailto:katie@southpark.la>> >  
Subject: Re: an apology

Thanks, Joe.

I can do Tuesday btw 9-10a – does that work? If not, we'll have to look to after the 4th.

Jessica Lall  
South Park BID

1100 S. Flower St., Suite #3400, Los Angeles, CA 90015

o. 213 663 1112  
c. 213 820 0837

24/7: 866 560 9346

From: Joe Rank <[joerank@acajoe.com](mailto:joerank@acajoe.com) <<mailto:joerank@acajoe.com>> >  
Date: Thursday, June 23, 2016 at 12:46 PM  
To: Jessica Lall <[jessica@southpark.la](mailto:jessica@southpark.la) <<mailto:jessica@southpark.la>> >  
Subject: RE: an apology

Jessica...Wednesday or Thursday AM next week would be much better for me.  
Or we can go to a morning the following week.  
Sorry.

# Re: an apology

Thanks.

Joe

From: Jessica Lall [<mailto:jessica@southpark.la>]  
Sent: Thursday, June 23, 2016 12:39 PM  
To: Joe Rank <[joerank@acajoe.com](mailto:joerank@acajoe.com)> <<mailto:joerank@acajoe.com>> >  
Cc: Bob Buente <[bbuente@018dev.org](mailto:bbuente@018dev.org)> <<mailto:bbuente@018dev.org>> >; Katie Kiefer <[katie@southpark.la](mailto:katie@southpark.la)> <<mailto:katie@southpark.la>> >  
Subject: Re: an apology

Great.

How does next Thursday afternoon look for everyone? Sometime btw 2:30 – 4:30p?

Jessica Lall  
South Park BID

1100 S. Flower St., Suite #3400, Los Angeles, CA 90015

o. 213 663 1112  
c. 213 820 0837

24/7: 866 560 9346

From: Joe Rank <[joerank@acajoe.com](mailto:joerank@acajoe.com)> <<mailto:joerank@acajoe.com>> >  
Date: Thursday, June 23, 2016 at 12:00 PM  
To: Jessica Lall <[jessica@southpark.la](mailto:jessica@southpark.la)> <<mailto:jessica@southpark.la>> >  
Cc: Bob Buente <[bbuente@018dev.org](mailto:bbuente@018dev.org)> <<mailto:bbuente@018dev.org>> >; Katie Kiefer <[katie@southpark.la](mailto:katie@southpark.la)> <<mailto:katie@southpark.la>> >  
Subject: RE: an apology

Thanks, Jessica, I look forward to the call.

Joe

From: Jessica Lall [<mailto:jessica@southpark.la>]  
Sent: Thursday, June 23, 2016 7:16 AM  
To: Joe Rank <[joerank@acajoe.com](mailto:joerank@acajoe.com)> <<mailto:joerank@acajoe.com>> >  
Cc: Bob Buente <[bbuente@018dev.org](mailto:bbuente@018dev.org)> <<mailto:bbuente@018dev.org>> >; Katie Kiefer <[katie@southpark.la](mailto:katie@southpark.la)> <<mailto:katie@southpark.la>> >  
Subject: Re: an apology

Hi Joe –

I think we should probably schedule a phone call next week to discuss more specifically what you are referring to – this is the first time in my 3.5 years here that I'm hearing that folks don't think they are getting their money's worth (excluding disagreements around The Spot). Most of our resources (both admin time and clean/safe resources) are actually dedicated to serving the condo region in South Park.

I'm attaching our Management District Plan – which clearly outlines: where our money comes from, what we MUST do and where we must spend our time. We cannot deviate from this more than 1% and we must report quarterly to the City – it is our guiding document.

You will notice that while the bulk of our money comes from AEG, the Hospital, LACC, the majority of our resources are REQUIRED to be spent in Zone 4 – which is where the condos are located.

If you have strong feelings about this, I am going to suggest you join our BID Renewal Steering Taskforce – which will be meeting sometime in July. This is where we will review the MDP and decide what changes need to be made going in to our renewal for 2018.

I'm also copying our Board Treasurer, Bob Buente, and Operations Manager, Katie Kiefer, who should also participate in the call next week and ongoing discussions.

Thanks,

Jessica Lall  
South Park BID

1100 S. Flower St., Suite #3400, Los Angeles, CA 90015

o. 213 663 1112  
c. 213 820 0837

24/7: 866 560 9346

From: Joe Rank <[joerank@acajoe.com](mailto:joerank@acajoe.com)> <<mailto:joerank@acajoe.com>> >  
Date: Monday, June 20, 2016 at 9:47 AM  
To: Jessica Lall <[jessica@southpark.la](mailto:jessica@southpark.la)> <<mailto:jessica@southpark.la>> >  
Subject: RE: an apology

Jessica...I'm really sorry for saying what I did about transparency. To the contrary, you've been very sharing and replying to all my pestering.

Myself and other owners are frustrated because we feel that we're paying too much for what we're receiving. We feel more attention needs to be given to the residential credentials of South Park, and in particular the three oldest towers that account for 7% of your revenue.

I'd like our relationship to become very positive and share some ideas when you have the time.

Best regards,

Joe . See you Thursday. No suit.

From: Joe Rank  
Sent: Friday, June 10, 2016 9:30 AM  
To: 'Jessica Lall' <[jessica@southpark.la](mailto:jessica@southpark.la)> <<mailto:jessica@southpark.la>> >  
Subject: RE: South Park Meeting; 6/1/16

# Re: an apology

Dear Jessica,

The lack of transparency is worrisome; especially when the issues are so important. You know I'm not in agreement with the mural painting going on (a new one seems to pop up every week); we're looking more and more like Venice Beach. The beautification committee meeting would have provided an opportunity to learn more about the BID's plans in this area. I do hope you'll forward me the minutes of the meeting.

We've taken our condo off the market because everyone is racing to sell. The "spot park" idea has everyone panicked.

What are the latest developments with this idea?

Thanks for your responses.

P.S. Sauli said he'd love to have the project on his end of Hope.

Best regards,

Joe

From: Jessica Lall [<mailto:jessica@southpark.la>]  
Sent: Thursday, June 09, 2016 8:23 PM  
To: Joe Rank <[joerank@acajoe.com](mailto:joerank@acajoe.com)> <<mailto:joerank@acajoe.com>> >  
Subject: Re: South Park Meeting; 6/1/16

Hey Joe –

No worries – I was just driving and thought it would be easier to talk.

OK – So...regarding your emails. Constant contact (the company we use for eblasts) was showing that our eblasts to you were "sent" to your exact email address. When I saw your last email, I had Laronnica call them to see what was going on. Essentially, there was a "block" on your email address – and when they looked in to it it was tied to an old email address of yours. Long story short – we were sending you the emails, but they were not being "received" in to your inbox. Constant Contact was the only one who could "unblock" the emails – so from this point you should be receiving ALL of them 😊 And there are many! Sorry about that – I haven't experienced this in my 3+ years there.

Regarding LUMA management sending the emails to your building – my suggestion is to speak with them about it. They are definitely receiving the emails – the email that you received the day of (6/2) was sent on 6/1 as you can see. You also saw the email I forwarded you that went out on 5/18, which was sent to them. Francis is now re-subscribed, so he should be starting to receive again.

That all being said – moving forward, you shouldn't need anything from anyone since you will be getting them directly. We do send a lot of emails for our mtgs (as you will soon see) – and don't expect people to log on our website every time. I also think I sent you the full list for the year, so you should def be set.

Let me know if you have questions! Have a great weekend.

J

Jessica Lall  
South Park BID

1100 S. Flower St., Suite #3400, Los Angeles, CA 90015

o. 213 663 1112  
c. 213 820 0837

24/7: 866 560 9346

From: "joerank@acajoe.com" <<mailto:joerank@acajoe.com>> " <[joerank@acajoe.com](mailto:joerank@acajoe.com)> <<mailto:joerank@acajoe.com>> >  
Reply-To: "joerank@acajoe.com" <<mailto:joerank@acajoe.com>> " <[joerank@acajoe.com">joerank@acajoe.com](mailto:joerank@acajoe.com)> <<mailto:joerank@acajoe.com>> >  
Date: Thursday, June 9, 2016 at 4:23 PM  
To: Jessica Lall <[jessica@southpark.la](mailto:jessica@southpark.la)> <<mailto:jessica@southpark.la>> >  
Cc: Joe Rank <[joerank@acajoe.com](mailto:joerank@acajoe.com)> <<mailto:joerank@acajoe.com>> >  
Subject: Re: South Park Meeting; 6/1/16

Jess...sorry, can't now. Can I call you tomorrow?  
Thanks  
Joe

Sent via BlackBerry by AT&T

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From: Jessica Lall <[jessica@southpark.la](mailto:jessica@southpark.la)> <<mailto:jessica@southpark.la>> >  
Date: Thu, 9 Jun 2016 23:06:58 +0000  
To: joerank@acajoe.com <[joerank@acajoe.com](mailto:joerank@acajoe.com)> <<mailto:joerank@acajoe.com>> <[mailto:joerank@acajoe.com">joerank@acajoe.com](mailto:joerank@acajoe.com)> <[mailto:joerank@acajoe.com">joerank@acajoe.com](mailto:joerank@acajoe.com)> >  
Subject: Re: South Park Meeting; 6/1/16

Joe - call my cell below I you can. Need just 5min.

Thanks,

Jessica Lall  
South Park BID

Office: 213-663-1112  
Cell: 213-820-0837

Please note our new address:  
1100 Flower Street, Suite 3400  
Los Angeles, CA 90015

Sent from my iPhone

On Jun 9, 2016, at 3:58 PM, "joerank@acajoe.com" <<mailto:joerank@acajoe.com>> " <[joerank@acajoe.com">joerank@acajoe.com](mailto:joerank@acajoe.com)> <[mailto:joerank@acajoe.com">joerank@acajoe.com](mailto:joerank@acajoe.com)> > wrote:

Jessica..I received notice of the last meeting from LUMA, the day after the meeting. I have checked my spam folder and have not received notices from the BID. I didn't think I have to check your website for meeting notices. I thought the BID was responsible for notifying the stakeholders.  
Regards  
Joe

# Re: an apology

Sent via BlackBerry by AT&T

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From: Jessica Lall <[jessica@southpark.la](mailto:jessica@southpark.la) <<mailto:jessica@southpark.la>> >  
Date: Thu, 9 Jun 2016 22:39:08 +0000  
To: [joerank@acajoe.com](mailto:joerank@acajoe.com) <<mailto:joerank@acajoe.com>> <[joerank@acajoe.com](mailto:joerank@acajoe.com) <<mailto:joerank@acajoe.com>> >  
Cc: Laronnia Jupiter<[laronnia@southpark.la](mailto:laronnia@southpark.la) <<mailto:laronnia@southpark.la>> >  
Subject: Re: South Park Meeting; 6/1/16

Hi Joe --

Francis had actually "unsubscribed" from receiving our notices -- as was previously stated. He has since resubscribed and should be receiving them.

Our database also reflects that you are receiving our notices -- judging that you received the 2 day notice, you are definitely on the email distribution for receiving all mtg notices -- we also confirmed that. If for some reason, you aren't receiving all of them -- you may want to check your spam/junk folder.

As I also mentioned, our mtgs are all publicized a year in advance on our website and 2/1 month advance on our newsletter blast. Our records show that you are receiving those notices as well.

Thanks,

Jessica Lall  
South Park BID

1100 S. Flower St., Suite #3400, Los Angeles, CA 90015

o. 213 663 1112  
c. 213 820 0837

24/7: 866 560 9346

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From: "[joerank@acajoe.com](mailto:joerank@acajoe.com) <<mailto:joerank@acajoe.com>> " <[joerank@acajoe.com](mailto:joerank@acajoe.com) <<mailto:joerank@acajoe.com>> >  
Reply-To: "[joerank@acajoe.com](mailto:joerank@acajoe.com) <<mailto:joerank@acajoe.com>> " <[joerank@acajoe.com](mailto:joerank@acajoe.com) <<mailto:joerank@acajoe.com>> >  
Date: Thursday, June 9, 2016 at 3:34 PM  
To: Laronnia Jupiter <[laronnia@southpark.la](mailto:laronnia@southpark.la) <<mailto:laronnia@southpark.la>> >  
Cc: Jessica Lall <[jessica@southpark.la](mailto:jessica@southpark.la) <<mailto:jessica@southpark.la>> >, Francis Langlois <[flanglois@actionlife.com](mailto:flanglois@actionlife.com) <<mailto:flanglois@actionlife.com>> >, Joe Rank <[joerank@acajoe.com](mailto:joerank@acajoe.com) <<mailto:joerank@acajoe.com>> >  
Subject: Re: South Park Meeting; 6/1/16

Thanks, Laronnia. The LUMA HOA manager Francis Langlois has also not received notices. Is that issue also being resolved?  
We hope to receive minutes soon for the last meeting of which we were not informed.  
Thank you  
Joe Rank  
Joe  
Sent via BlackBerry by AT&T

---

From: Laronnia Jupiter <[laronnia@southpark.la](mailto:laronnia@southpark.la) <<mailto:laronnia@southpark.la>> >  
Date: Thu, 9 Jun 2016 21:17:47 +0000  
To: Joe Rank<[joerank@acajoe.com](mailto:joerank@acajoe.com) <<mailto:joerank@acajoe.com>> >  
Subject: RE: South Park Meeting; 6/1/16

Hi Joe-

I contacted our service provider they have corrected the issue with the emails bouncing back. Going forward you will receive all notifications that are sent out. Thank You.

Laronnia Jupiter  
South Park BID  
Please note change of address:  
1100 S. Flower St., Suite #3400, Los Angeles, CA 90015

24/7: 866 560 9346

---

From: Laronnia Jupiter  
Sent: Friday, June 03, 2016 4:28 PM  
To: Joe Rank  
Subject: RE: South Park Meeting; 6/1/16

Hey Joe,

After looking into the matter, the software confirms the emails were sent out on 5/18. Thank you for bringing this to our attention, it looks as if the email notifications are bouncing back. I will contact our service provider on why this is happening and what can be done to solve the issue.

With regards to Francis, he was listed unsubscribed from all notices and that would be the reasoning to why he didn't receive the notification on 5/18 that was sent out. Francis was added back today to all notifications, going forward he should receive all notifications that are sent out.

Laronnia Jupiter  
South Park BID  
Please note change of address:  
1100 S. Flower St., Suite #3400, Los Angeles, CA 90015

24/7: 866 560 9346

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From: [joerank@acajoe.com](mailto:joerank@acajoe.com) <<mailto:joerank@acajoe.com>> [mailto:[joerank@acajoe.com](mailto:joerank@acajoe.com)]  
Sent: Friday, June 03, 2016 3:54 PM  
To: Laronnia Jupiter  
Cc: Joe Rank  
Subject: Re: South Park Meeting; 6/1/16

Hello Laronnia,

## Re: an apology

I did not receive your May 19 notification of the BID meeting on June 1st. Can you confirm it was sent?  
Also, can you confirm that LUMA received the notice? They must have, since they received your notice on May 31st of the June 1st meeting.  
Francis has confirmed that he didn't personally receive it, but wouldn't you have sent to LUMA?  
Francis hasn't been able to find it.  
Thank you.  
Joe Rank  
Sent via BlackBerry by AT&T

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From: Laronnia Jupiter <[laronnia@southpark.la](mailto:laronnia@southpark.la) <<mailto:laronnia@southpark.la>> >  
Date: Fri, 3 Jun 2016 19:36:32 +0000  
To: Jessica Lall<[jessica@southpark.la](mailto:jessica@southpark.la) <<mailto:jessica@southpark.la>> >; Joe Rank<[joerank@acajoe.com](mailto:joerank@acajoe.com) <<mailto:joerank@acajoe.com>> >  
Cc: Francis Langlois<[flanglois@actionlife.com](mailto:flanglois@actionlife.com) <<mailto:flanglois@actionlife.com>> >; Laura Hill<[laura@southpark.la](mailto:laura@southpark.la) <<mailto:laura@southpark.la>> >  
Subject: RE: South Park Meeting; 6/1/16

Hey guys-

Yes, Joe is signed up and receives Board meetings, all committee, and newsletter notifications. However, Francis your contact information was unsubscribed would you like to be added again?

Laronnia Jupiter  
South Park BID  
Please note change of address:  
1100 S. Flower St., Suite #3400, Los Angeles, CA 90015

24/7: 866 560 9346

From: Jessica Lall  
Sent: Friday, June 03, 2016 10:51 AM  
To: Joe Rank  
Cc: Francis Langlois; Laura Hill; Laronnia Jupiter  
Subject: Re: South Park Meeting; 6/1/16

Joe - All of our mtgs fall on the same day/time of month - pls find attached list of all mtg dates for 2016. People who have signed up or requested to receive blasts receive them.

Laronnia -

Can you pls check to see if Joe and Francis are on the SOBO email distribution?  
Minutes are still be finalized.

Jessica Lall  
South Park BID

Please note change of address:  
1100 S. Flower St., Suite #3400, Los Angeles, CA 90015

o. 213 663 1112  
c. 213 820 0837

24/7: 866 560 9346

From: Joe Rank <[joerank@acajoe.com](mailto:joerank@acajoe.com) <<mailto:joerank@acajoe.com>> >  
Date: Friday, June 3, 2016 at 10:43 AM  
To: Jessica Lall <[jessica@southpark.la](mailto:jessica@southpark.la) <<mailto:jessica@southpark.la>> >  
Cc: Francis Langlois <[flanglois@actionlife.com](mailto:flanglois@actionlife.com) <<mailto:flanglois@actionlife.com>> >, Laura Hill <[laura@southpark.la](mailto:laura@southpark.la) <<mailto:laura@southpark.la>> >  
Subject: RE: South Park Meeting; 6/1/16

Jessica, was Luma or I sent a 3 week target email blast and a 2-3 day notice?

Are minutes of the meeting available?

Thanks.

Joe

From: Jessica Lall [<mailto:jessica@southpark.la>]  
Sent: Friday, June 03, 2016 10:34 AM  
To: Joe Rank  
Cc: Francis Langlois; Laura Hill  
Subject: Re: South Park Meeting; 6/1/16

Hi Joe -

Our meetings are publicized a year in advance, then with a 3-week target email blast, and then a 2-3 day notice. They are also publicized a month to two months in advance in our newsletters, social media and on our calendar on our website a year out -within a month on the home page.

I hope this helps.

Jessica Lall  
South Park BID

Please note change of address:  
1100 S. Flower St., Suite #3400, Los Angeles, CA 90015

o. 213 663 1112  
c. 213 820 0837

24/7: 866 560 9346

From: Joe Rank <[joerank@acajoe.com](mailto:joerank@acajoe.com) <<mailto:joerank@acajoe.com>> >  
Date: Friday, June 3, 2016 at 10:32 AM  
To: Jessica Lall <[jessica@southpark.la](mailto:jessica@southpark.la) <<mailto:jessica@southpark.la>> >



Re: an apology

Cc: Francis Langlois <[flanglois@actionlife.com](mailto:flanglois@actionlife.com) <<mailto:flanglois@actionlife.com>> >  
Subject: FW: South Park Meeting; 6/1/16

Hi Jessica,

Shouldn't the stakeholders get reasonable prior notice of these meetings?

Best regards

Joe

Joseph Rank  
President  
Aca Design Inc.  
110 East Ninth Street, Suite #C1179  
Los Angeles, CA 90079  
Tel: (213)239-0451  
Fax: (213)239-9128

E-mail: [joerank@acajoe.com](mailto:joerank@acajoe.com) <<mailto:joerank@acajoe.com>>  
Website: [www.acajoe.com](http://www.acajoe.com) <<http://www.acajoe.com/>>

From: Hermin Julian [<mailto:hermin@actionlife.com>]  
Sent: Thursday, June 02, 2016 4:43 PM  
Subject: South Park Meeting; 6/1/16

<image001.jpg>

<image002.jpg>

<image003.jpg> <[SOUTH PARK BID MEETING NOTICE](http://r20.rs6.net/tin.jsp?fm=001Nj9rmTLxBj6MmBrzjKqIRGSDvI6sZTAGvVjsAAbuIKe79gELjRx8TjIs0qbS8WBrySLfyrWFH4XwGUCS9vymqgBjcaMITA5zwzLVZLYtm9yhmlURc6VYZeLaY30i3zr5FG94VgEBfQpU3zamC0dA0AbUskU4J2jXeIHou0F0fer5s1FA4Psl6rVrm7px38X8sV7Z0M_ZhCsvtrRF02XdSh08gLiP-fIDrFG4lRSYqM_FEOFhMySVK3zhL3wU4lea8vmnkeQM11511zu3_IAAdb9jUdttcnpr-3-EDPF0W-ooFUne3eSInxhuM8IK3wJb42x77a1b38YVLImlQwm_rhA==6c=KQkVHSUSK90dJuiRSD-KTKtTgdYm4-WUH673sIHmcUbGgvTDP3Z6Aw==6ch=5p6rN0y31V820rbY-.i3pbfk-4NS4ce-deHcwFT11YExLSmoW3ydgw==></a>></p></div><div data-bbox=)

South Park BID Operations & Enhanced Beautification Committee Meeting  
Wednesday, June 1, 2016, 9:30 AM - 11:00 AM  
South Park Business Improvement District Office  
1100 South Flower Street, Suite 3400, Los Angeles, CA 90015

Metered parking is available along Hope St.  
Valet parking is available at The Palms for \$25/day.  
Structure parking available at Hope/11th.

<image004.jpg>

Please RSVP to the South Park BID Operations & Enhanced Beautification Committee (S080/E80), a Board sub-committee open to the public that provides guidance to the full Board of Directors on the matters relating to our clean and safe services.

This committee is open to the public, and meets on the 2nd Wednesday of even months.

Chair: Bob Bunte, 1010 Development Corp.

<image004.jpg>

For the agenda, click here <[For more information and to RSVP, click here <\[<image004.jpg>\]\(http://r20.rs6.net/tin.jsp?fm=001Nj9rmTLxBj6MmBrzjKqIRGSDvI6sZTAGvVjsAAbuIKe79gELjRx8TjIs0qbS8WBrySLfyrWFH4XwGUCS9vymqgBjcaMITA5zwzLVZLYtm9yhmlURc6VYZeLaY30i3zr5FG94VgEBfQpU3zamC0dA0AbUskU4J2jXeIHou0F0fer5s1FA4Psl6rVrm7px38X8sV7Z0M\_ZhCsvtrRF02XdSh08gLiP-fIDrFG4lRSYqM\_FEOFhMySVK3zhL3wU4lea8vmnkeQM11511zu3\_IAAdb9jUdttcnpr-3-EDPF0W-ooFUne3eSInxhuM8IK3wJb42x77a1b38YVLImlQwm\_rhA==6c=KQkVHSUSK90dJuiRSD-KTKtTgdYm4-WUH673sIHmcUbGgvTDP3Z6Aw==6ch=5p6rN0y31V820rbY-.i3pbfk-4NS4ce-deHcwFT11YExLSmoW3ydgw==></a>> .</p></div><div data-bbox=\)](http://r20.rs6.net/tin.jsp?fm=001Nj9rmTLxBj6MmBrzjKqIRGSDvI6sZTAGvVjsAAbuIKe79gELjRx8TjIs0qbS8WBrySLfyrWFH4XwGUCS9vymqgBjcaMITA5zwzLVZLYtm9yhmlURc6VYZeLaY30i3zr5FG94VgEBfQpU3zamC0dA0AbUskU4J2jXeIHou0F0fer5s1FA4Psl6rVrm7px38X8sV7Z0M_ZhCsvtrRF02XdSh08gLiP-fIDrFG4lRSYqM_FEOFhMySVK3zhL3wU4lea8vmnkeQM11511zu3_IAAdb9jUdttcnpr-3-EDPF0W-ooFUne3eSInxhuM8IK3wJb42x77a1b38YVLImlQwm_rhA==6c=KQkVHSUSK90dJuiRSD-KTKtTgdYm4-WUH673sIHmcUbGgvTDP3Z6Aw==6ch=5p6rN0y31V820rbY-.i3pbfk-4NS4ce-deHcwFT11YExLSmoW3ydgw==></a>> .</p></div><div data-bbox=)

<image005.jpg> <[<image005.jpg> <\[<image005.jpg> <\\[The South Park BID was established in 2005, with the mission to continually support the unique living and commerce experience for its residents and businesses by facilitating a safe, clean, collaborative and wholesome environment.\\]\\(http://r20.rs6.net/tin.jsp?fm=001Nj9rmTLxBj6MmBrzjKqIRGSDvI6sZTAGvVjsAAbuIKe79gELjRx8TjIs0qbS8WBrySLfyrWFH4XwGUCS9vymqgBjcaMITA5zwzLVZLYtm9yhmlURc6VYZeLaY30i3zr5FG94VgEBfQpU3zamC0dA0AbUskU4J2jXeIHou0F0fer5s1FA4Psl6rVrm7px38X8sV7Z0M\\_ZhCsvtrRF02XdSh08gLiP-fIDrFG4lRSYqM\\_FEOFhMySVK3zhL3wU4lea8vmnkeQM11511zu3\\_IAAdb9jUdttcnpr-3-EDPF0W-ooFUne3eSInxhuM8IK3wJb42x77a1b38YVLImlQwm\\_rhA==6c=KQkVHSUSK90dJuiRSD-KTKtTgdYm4-WUH673sIHmcUbGgvTDP3Z6Aw==6ch=5p6rN0y31V820rbY-.i3pbfk-4NS4ce-deHcwFT11YExLSmoW3ydgw==></a>></p></div><div data-bbox=\\)\]\(http://r20.rs6.net/tin.jsp?fm=001Nj9rmTLxBj6MmBrzjKqIRGSDvI6sZTAGvVjsAAbuIKe79gELjRx8TjIs0qbS8WBrySLfyrWFH4XwGUCS9vymqgBjcaMITA5zwzLVZLYtm9yhmlURc6VYZeLaY30i3zr5FG94VgEBfQpU3zamC0dA0AbUskU4J2jXeIHou0F0fer5s1FA4Psl6rVrm7px38X8sV7Z0M\_ZhCsvtrRF02XdSh08gLiP-fIDrFG4lRSYqM\_FEOFhMySVK3zhL3wU4lea8vmnkeQM11511zu3\_IAAdb9jUdttcnpr-3-EDPF0W-ooFUne3eSInxhuM8IK3wJb42x77a1b38YVLImlQwm\_rhA==6c=KQkVHSUSK90dJuiRSD-KTKtTgdYm4-WUH673sIHmcUbGgvTDP3Z6Aw==6ch=5p6rN0y31V820rbY-.i3pbfk-4NS4ce-deHcwFT11YExLSmoW3ydgw==></a>></p></div><div data-bbox=\)](http://r20.rs6.net/tin.jsp?fm=001Nj9rmTLxBj6MmBrzjKqIRGSDvI6sZTAGvVjsAAbuIKe79gELjRx8TjIs0qbS8WBrySLfyrWFH4XwGUCS9vymqgBjcaMITA5zwzLVZLYtm9yhmlURc6VYZeLaY30i3zr5FG94VgEBfQpU3zamC0dA0AbUskU4J2jXeIHou0F0fer5s1FA4Psl6rVrm7px38X8sV7Z0M_ZhCsvtrRF02XdSh08gLiP-fIDrFG4lRSYqM_FEOFhMySVK3zhL3wU4lea8vmnkeQM11511zu3_IAAdb9jUdttcnpr-3-EDPF0W-ooFUne3eSInxhuM8IK3wJb42x77a1b38YVLImlQwm_rhA==6c=KQkVHSUSK90dJuiRSD-KTKtTgdYm4-WUH673sIHmcUbGgvTDP3Z6Aw==6ch=5p6rN0y31V820rbY-.i3pbfk-4NS4ce-deHcwFT11YExLSmoW3ydgw==></a>></p></div><div data-bbox=)

South Park Business Improvement District  
1100 S. Flower St., Suite 3400  
Los Angeles, CA 90015

Admin & Field Office: (213) 663-1111  
24/7 Dispatch: (866) 560-9346

Re: an apology

<image004.jpg>  
<image002.jpg>

<image002.jpg>

South Park Business Improvement District, 1100 S. Flower St., Suite 3400, Los Angeles, CA 90015

SafeUnsubscribe" [flanglois@actionlife.com](mailto:flanglois@actionlife.com) <<http://visitor.constantcontact.com/do?pu=un6m=001E0RlomFm01cbFvdxyXwW30N3D6ch=9822a370-76b2-11e3-837f-782bcb7401296ca=50890689-bc4a-4fbc-9ffc-c0388050f5c6>>

Forward this email <<http://ui.constantcontact.com/sa/fvttf.isp7llr=ms7jkmab6m=11125751117566ea=flanglois%40actionlife.com&a=1124874355537>> | Update Profile <<http://visitor.constantcontact.com/do?pu=006m=001E0RlomFm01cbFvdxyXwW30N3D6ch=9822a370-76b2-11e3-837f-782bcb7401296ca=50890689-bc4a-4fbc-9ffc-c0388050f5c6>> | About our service provider <<http://www.constantcontact.com/legal/service-provider?cc=about-service-provider>>

Sent by [info@southpark.la](mailto:info@southpark.la) <<mailto:info@southpark.la>> in collaboration with

<image006.jpg> <[http://www.constantcontact.com/index.isp7cc=PT\\_11074](http://www.constantcontact.com/index.isp7cc=PT_11074)>

Try it free today <[http://www.constantcontact.com/index.isp7cc=PT\\_11074](http://www.constantcontact.com/index.isp7cc=PT_11074)>

<image002.jpg>

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Version: 2016.0.7640 / Virus Database: 4613/12503 - Release Date: 06/27/16

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Version: 2016.0.7640 / Virus Database: 4613/12577 - Release Date: 07/07/16